



**BUSINESS SERVICE OFFICER 3**  
**7500 – 4785 – 3PB19**

Department(s): Alcohol Beverage Control  
Board of Equalization  
California Conservation Corps  
California Department of Human Resources  
California Public Employees Retirement System  
California Public Utility Commission  
California State Lottery  
California State Teachers Retirement System  
California Technology Agency  
Department of Business Oversight  
Department of Child Support Services  
Department of Community Services and Development  
Department of Conservation  
Department of Consumer Affairs  
Department of Education  
Department of Finance  
Department of Forestry & Fire Protection  
Department of Health Care Services  
Department of Insurance  
Department of Justice  
Department of Motor Vehicle  
Department of Parks and Recreation  
Department of Public Health  
Department of Rehabilitation  
Department of Resources, Recycling, & Recovery  
Department of State Hospitals  
Department of Veterans Affairs  
Franchise Tax Board  
Government Operations Agency  
Office of Statewide Health Planning & Development  
Secretary of State  
State Personnel Board

Opening Date: 3/26/2014  
Final Filing Date: Continuous  
Type of Examination: Multi-Departmental Open  
Salary: MONTHY-RANGED-SALARY - \$4622.00 - \$5576.00

**EEO**

An equal opportunity employer to all regardless of race, color, religion, sex, gender identity or expression, national origin, age, ancestry, disability, marital status, political affiliation, sexual orientation, or genetic information.

**DRUG-FREE STATEMENT**

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State

employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

### **WHO SHOULD APPLY?**

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken the examination, you may not reapply for twelve (12) months.

### **FILING INSTRUCTIONS**

**Final Filing Date:** Continuous

**Where to Apply:** Click the link at the bottom of this bulletin.

### **SPECIAL TESTING ARRANGEMENTS**

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

### **ELIGIBLE LIST INFORMATION**

An open, merged list will be established by the California Department of Human Resources for use by the State departments listed on this bulletin. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of date. Eligibility expires twelve (12) months after it is established. Competitors may only take the Training and Experience Examination once during any twelve (12) month period.

### **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

### **MINIMUM QUALIFICATIONS**

#### **Either 1**

One year of experience in the California state service performing the duties of a Business Service Officer 2 (Specialist) or (Supervisor), or Procurement and Services Officer 2.

#### **Or 2**

Two years of experience in the California state service performing the duties of a Business Services Officer 1 (Specialist) or (Supervisor), Procurement and Services Officer 1, or Hospital General Services Administrator 1.

#### **Or 3**

Experience: Three years of progressively responsible and varied experience in the business service field in a public or private organization, at least one year of which must have been in a supervisory capacity. [Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer 2 (Specialist) or (Supervisor) or two years performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer 1 (Specialist) or (Supervisor).] and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

## **POSITION DESCRIPTION**

Under direction, incumbents typically supervise (1) all business service functions in a medium to large business service office, or; (2) in larger offices, may supervise two or more functions as assistant to a higher level manager. In addition, incumbents may personally perform technical or analytical business service work of highest complexity.

Typically incumbents are second or third level supervisor over 13-20 staff with 3-5 subordinate professional staff. Other classes supervised may include those listed above for the level 2 supervisor.

## **EXAMINATION INFORMATION**

### **TRAINING AND EXPERIENCE EVALUATION-Weighted 100%**

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to view the Training and Experience Evaluation.](#)

## **KNOWLEDGE AND ABILITIES**

Knowledge of:

1. Inventory processes to log and track assets in compliance with applicable regulations.
2. Principles and practices of public administration to ensure compliance with applicable regulations.
3. Incoming and outgoing postal, courier, and intradepartmental mailing services, machines, metering equipment, and procedures.
4. Office equipment, and their uses and functions to make procurement recommendations, and to supply staff appropriately.
5. Standard purchase order processes and forms to complete the procurement process.
6. Purchasing rules and regulations to oversee procurement activities and to manage the acquisition of goods and services.
7. Contracting principles, practices, rules, and regulations to develop and review specifications and create service agreements.
8. Various solicitation practices and procedures, such as Request for Proposals (RFP), Request for Quotations (RFQ), and Invitation for Bid (IFB) to develop bids and to ensure compliance.
9. Basic accounting and budgeting practices to manage procurements, to maintain facilities, and to complete business service operations.
10. Fleet management practices, rules, regulations, and guidelines to manage vehicle resources.
11. The basis for asset valuation, and the procedures and requirements in asset transactions to manage departmental assets.
12. General property management principles, activities, and processes to maintain facility needs.
13. Warehouse and stockroom equipment usage, such as pallet jacks, fork lifts, and ladders to ensure safe and efficient handling.
14. Storage and shelving requirements to ensure the safe and efficient storage of goods and materials.
15. Project management principles to manage the progress of a variety of administrative programs and project activities to ensure that project timelines and schedules are appropriately established, modified, and adhered to as project work progresses.
16. The principles and practices of employee supervision, development, and training to manage assigned staff.
17. Performance management systems, such as probation reports, Individual Development Plans (IDP) and feedback systems to develop staff and improve productivity.
18. Leadership principles and methods to motivate and maintain the productivity of work unit staff members in accomplishing program objectives.

19. A supervisor's responsibilities with regards to performance management.

Ability to:

1. Accurately review procurements for content, feasibility, and formatting to ensure orders are correct.
2. Analyze processes and make recommendations regarding potential improvements to improve efficiency and develop program improvements.
3. Comprehend and utilize a database application for research, adjustment, and maintenance to properly identify and track inventory.
4. Interpret and explain policies, procedures, rules, and/or regulations to non-technical individuals (e.g. departmental employees, the public, vendors, other State agencies).
5. Function as a departmental liaison for an assigned program or project to provide program specific information, answer questions, and address raised issues/problems.
6. Inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements, following checklists and inspection guidelines.
7. Identify information, materials, and resources needed to complete projects and assignments or solve office related issues.
8. Analyze and evaluate data to apply information, formulate conclusions and appropriate courses of action.
9. Write product and service specifications to outline the scope of work.
10. Develop standards, procedures, and/or policies to guide department operations.
11. Perform basic mathematical calculations to calculate numerical data (e.g. budgeting, pricing, time keeping).
12. Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
13. Coordinate and schedule tasks or events in a logical manner to maximize staff and material resources, increase efficiency and anticipate problems.
14. Plan and organize various projects including the establishment of project timelines, and requirements for successful project completion.
15. Organize systems, processes, materials, and equipment in a systematic and methodical fashion.
16. Manage workload and assignments of others in order to meet work unit and project objectives and deadlines.
17. Fairly and appropriately delegate and monitor work assignments to appropriate levels of staff to ensure that it meets quality, quantity, and timeliness standards.
18. Review the work of subordinate staff and provide constructive feedback from the perspective of a supervisor.
19. Occupational Safety and Health Administration (OSHA) guidelines to ensure employee safety in the workplace.

## VETERANS' PREFERENCE

VETERANS' PREFERENCE: Effective January 1, 2014, Veterans' Preference will be awarded to qualifying Veterans who are successful in the examination in the form of Rank placement rather than points. All individuals awarded Veterans' Preference will be certified in Rank 1 of the eligibility list, regardless of score. All open exams/eligible lists will award Veterans' Preference, regardless of the classification.

## CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

## CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources (CalHR)  
Attn: Examination Services

1515 "S" Street, North Bldg Ste. 400  
Sacramento, CA 95811  
1-866-844-8671  
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The California Department of Human Resources** reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must select the appropriate box on the self-scheduling examination and will be contacted by the testing department.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Bulletin Release Date:** This examination bulletin was released and posted on [www.jobs.ca.gov](http://www.jobs.ca.gov) on 3/26/14.

## IMPORTANT CHANGES to VETERANS' PREFERENCE – EFFECTIVE JANUARY 1, 2014

[Assembly Bill 372](#), signed into law by Governor Brown on August 12, 2013, changes the way the Veterans' Preference process is administered by the State of California. **Veterans' Preference will be awarded as follows, starting on January 1, 2014:**

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

## **TAKING THE EXAM**

**After clicking the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.**

**[Click here to go to the Training and Experience examination for Business Service Officer 3.](#)**